Mission

To process emergency and non-emergency requests for services, including emergency medical, fire/rescue and other services to the municipalities of Altamonte Springs, Casselberry, Lake Mary, Longwood, Oviedo, Sanford, Winter Springs and the Seminole County Department of Public Safety. This is accomplished in conjunction with the Seminole County Enhanced 911 system.

Business Strategy

The Emergency Communications/E911 Division processes requests from the public to dispatch emergency equipment and personnel for Emergency Medical Services (EMS), fire/rescue, emergency management and other emergency services; provides after hours dispatch services for Animal Services, Public Works, Environmental Services and other County and municipal agencies; continuously monitors the Supervisory Control and Data Acquisition (SCDA) system for the Environmental Services Department; coordinates emergency and non-emergency radio and telephone communications, including processing E-911 service requests; and provides emergency medical dispatch services to the public, including pre-arrival instructions to callers with medical conditions.

Objectives

Receive and process requests for emergency service in an efficient manner.

Maintain quality assurance program to provide a mechanism to review performance, including peer review, tape review and other techniques.

Maintain customer feedback program.

Maintain all links of voice and data communications with all agencies involved in the First Response system.

Provide vital communications link to ensure constant management of County government during disaster situations.

Provide Telecommunications Devices for the Deaf (TDD) services for emergency and non-emergency requests for assistance.

Receive and dispatch Animal Services, Public Works, Environmental Services (Water and Sewer), and Traffic Engineering calls after hours and on weekends.

Develop procedures to receive location coordinates from wireless callers.

Automatic fire alarm calls received on non 911 lines

Department:	**PUBLIC SAFETY**				*Seminole County*
Division:	**EMERGENCY COMMUNICATIONS/E-911**				
Section:	**EMERGENCY COMMUNICATIONS**				*FY 2004/05*

	2002/03 Actual Expenditures	2003/04 Adopted Budget	2004/05 Tentative Approved Budget	2004/05 Adopted Budget	Change between Tentative Approved & Adopted Budget
EXPENDITURES:					
Personal Services	1,139,038	1,327,227	1,416,284	1,367,341	-48,943
Operating Services	33,084	45,730	53,856	54,753	897
Capital Outlay	-	-	-	-	-
Debt Service	-	-	-	-	-
Grants and Aid	-	-	-	-	-
Subtotal Operating	**1,172,122**	**1,372,957**	**1,470,140**	**1,422,094**	**-48,046**
Capital Improvements	-	-	-	-	-
TOTAL EXPENDITURES	**1,172,122**	**1,372,957**	**1,470,140**	**1,422,094**	**-48,046**
FUNDING SOURCE(S)					
General Fund	1,172,122	1,372,957	1,470,140	1,422,094	-48,046
TOTAL FUNDING SOURCE(S)	**1,172,122**	**1,372,957**	**1,470,140**	**1,422,094**	**-48,046**
Full Time Positions	25	25	25	25	-
Part-Time Positions	-	-	-	-	-

New Programs and Highlights for Fiscal Year 2004/05

Requested Changes

Capital Improvements	2004-05	2005-06	2006-07	2007-08	2008-09
Total Project Cost	-	-	-	-	-
Total Operating Impact	-	-	-	-	-

55701